DENIS COUTO
Senior Systems/Cloud Engineer and Architect

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Seasoned professional with more than two decades in the field. Experienced in designing, deploying and technical delivery in small and large enterprise environments. Solid experience on a wide range of solution stacks.

Skills & Expertise

- Extensive knowledge of Microsoft Stack (on-prem and Azure).
- Solid knowledge of Powershell.
- Solid knowledge in automation tools such as Terraform, Bicep and Ansible.
- Solid knowledge of Linux administration.
- Solid understanding of CI/CD, containers, and tools such as Azure DevOps, Octopus Deploy, Kubernetes.

Certifications

Azure: DevOps Expert
Azure: Administrator Associate
MCSE: Cloud Platform and Infrastructure

CCA-V: Citrix Certified Associate-Virtualization
CC-VAD-CC: Citrix CVAD Service on Citrix Cloud

Professional Experience

Duosystem, São Paulo, Brazil   **2023 - Present**
SRE / Cloud Architect

Working on the Cloud Architecture team, I have been helping the company to solidify their path into Cloud, especially Azure, establishing standards and governance to achieve solid long-term results.
To this point, I was able to help in:

- Assess the company's cloud footprint, which led to:
  - Bring costs down about 30%/year by eliminating shadow IT, orphan resources, deprecated resources, establishing common SKU for similar workloads, consolidating workloads in the cloud and back on-prem where required.
- Architect and deploy Cloud Ingress based on Azure Front Door, Azure Application Gateway and WAF policies to deliver applications hosted both on Azure and on-prem, which brought in:
  - Increased application reliability.
  - Secure application delivery.
  - Higher performance due to load balancing and caching.
- Consolidate 3rd party app authentication using SSO with Azure Entra ID, which helped with:
  - Ease the onboarding/offboarding process.
  - Secure company's data against data exfiltration.
- Plan and migrate from AWS to Azure an in-house digital healthcare product. Running on top of Azure Kubernetes and Azure Functions on a Hub&Spoke architecture, which led to:
  - Consolidation of sparse unmanaged microservices under one governed Cloud.
  - Set the standard on how the company orchestrate containers.
  - Ramping up teams' technical knowledge.
- Led sessions with US based Microsoft Fast Track team, helping the team to get insights and learn best practices to modernize the main company product.
- Plan the company's strategy for monitoring and observability using Azure Monitor features.
- Architect End-to-End governance over Azure DevOps.
- Write and troubleshoot Azure DevOps Classic/Yaml Pipelines for App and IAC deployments.
- Write and troubleshoot Terraform code for IAC deployment in Azure.

- Knowledge sharing of new standards and ways of doing Cloud infrastructure through brown bag type sessions, Wiki articles and writing Standard Operating Procedures (SOP).
- Day to day Cloud operations.

#Azure #Archicture #Engineering #DevOps #Kubernetes #Terraform #Network

Citrix Systems, Dublin, Ireland   2018 - 2022
Senior Escalation Engineer

Working in the EMEA Escalation team, I provided analysis of complex problems in a 24x7 follow the sun support environment.

In-Depth knowledge of *Citrix DaaS* and Citrix Cloud, leveraging debugging techniques to manage high severity cases which could be politically or technically challenging.

Day to day used to go by:
- Leveraging a variety of tools to get to the bottom of issues, tools Splunk, Azure CLI, Powershell.
- Reading and correlating code on Sourcegraph to customers issues.
- Analysis of memory dump with WinDBG.
- Deep engaging with Product Engineering for further troubleshooting using Jira and Slack.
- Mentoring and delivering training sessions to Frontline engineers on how to leverage Powershell with Citrix Products.

#Citrix #DaaS #Azure #Identity #Engineering #Debugging #Splunk #Powershell

Ergo Group, Dublin, Ireland   2015 - 2018
Level 3 Support Engineer

Working on escalation and on BAU tasks for several customers (Aercap, CIE, Goshawk, AerLingus, Dunbia and many others) managing a variety of products and services, such as: Windows Server, Linux, Azure, Office 365, Hyper-V, VMware ESXi, Netscaler, Xenapp and others.

Also worked on a dedicated team for a high value customer going beyond BAU tasks I had the opportunity to automate a series of tasks through Powershell using functions and modules that helped to:
- Finding details of servers combining data from AD, Solarwinds and VMware.
- Finding and gathering important details of dozens of SQL Server instances.
- Enabling employees to have their pictures synced across different company's tools.
- Wrapping 3rd party DMS APIs to better integration with LOB applications.

For this same customer I was responsible for their continuous deploy solution based on *Octopus Deploy*, orchestrating with a 3rd party vendor the deployment and availability of their main application.
#Level3 #Virtualization #Azure #Powershell #Octopus #Elastic #Linux #Ansible

DoMore! Soluções em Produtividade, São Paulo, Brazil   2009 - 2015
Senior Microsoft Infrastructure Engineer

- Planning, deploying, and managing medium to large SharePoint farms and applications for companies like Odebrecht, Vale, PWC, Pfizer, Carrefour and others.
- Administering internal and Azure infrastructure running several Microsoft solutions such as Hyper-V, SharePoint (2007,2010, 2013), Office 365, SQL Server, Visual Studio Team Services.

#SharePoint #Engineering #Powershell

Atento Brasil, São Paulo, Brazil   2006 - 2008
Level 3 Server Support Engineer

- Performing 3rd level support to Windows environment with more than 10.000 users and 12 locations nationwide.
- Managing VMware ESXi and Microsoft network products, Exchange Server 2007

#Level3 #Windows #Virtualization

SSI Consultoria, São Paulo, Brazil   **2004 - 2006**
Server Administrator

- Managing a Windows network environment and SQL Server together with Visual Source Safe.
- Managing Linux (Red Hat) Iptables Firewall, Web Proxy with Squid and reports with SARG.

#SysAdmin #Windows #Linux #Firewall #Proxy

Languages

- Portuguese – Native
- English - Fluent